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# Implementing CMS: Academic

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# Implementing CMS: Academic

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THE GEORGE  
WASHINGTON  
UNIVERSITY  
WASHINGTON DC

**Jonathan M. Smith**

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The Catholic University of America



# GWU Overview

- Content Management System used for public site
- Powered by Plone: an open source CMS
- Launched in January, 2009
- Site created by Web Team
  - Web Services Librarian, student programmer, representatives of Reference, two satellite campuses, Special Collections



# THE GEORGE WASHINGTON UNIVERSITY THE GELMAN LIBRARY SYSTEM

Including: Eckles at Mount Vernon Campus Virginia Campus

[site index](#)

ASK  
A LIBRARIAN

myALADIN

[catalog](#)

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[search site](#)

title

[advanced search](#)



## SEARCH

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## How Do I...?

- [...Find a course reserve?](#)
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### News & Events



"A Kind of Map of Life": Edward P. Jones exhibit in Café G

This new exhibit explores the connections between Jones' work and the history of African Americans in Washington, DC.



19th Century Parliamentary Papers

Faculty Authors Reception - March 5

### Gelman Spotlight



Middle East & North Africa Resource Center

Gelman Library's Global Resources Center is working to establish an expert library devoted to the Middle East and North Africa.



GW's Reading The Known World

Questionable Cure: The Freeman Watts Collection

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**HELP**

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## Consortium Loan Service

Provides **eligible** borrowers (GW faculty, students and staff, except those from the Law Schools) with materials that are not available in Gelman Library. Books and journal articles at other [Washington Research Library Consortium](#) (WRLC) libraries, WRLC Center Storage and other GW campuses ([Mount Vernon](#) and [Virginia Campus Libraries](#)) can be requested and delivered to the Gelman Library Circulation Desk. .

## Before you place your first request...

Register your email in [myALADIN](#) (use your preferred email address - only one email address can be registered). Go to [www.aladin.wrlc.org](http://www.aladin.wrlc.org) and click on myALADIN.

## To Request Books or Journal Articles

Go to the [ALADIN](#) page ([www.aladin.wrlc.org](http://www.aladin.wrlc.org)) and follow these steps:

1. Click on the **WRLC Libraries Catalog** button on the main [ALADIN](#) menu.
2. Do a search for the **BOOK TITLE** or **JOURNAL TITLE** (for journal articles) of the item you are requesting.
3. Before submitting your request, **VERIFY** that the following conditions have been met:
  - a. The book or journal is **NOT currently available at your home library**, meaning: All copies must either be listed in the online catalog as "Checked Out/Overdue", "Lost/Missing", "Not Circulating", or the item cannot

# Determining Needs

- Identified needs based on student and staff feedback
  - Usability testing, focus groups, comments
- 11 Project objectives (including)
  - Intuitive navigation & searching
  - Consistent visual design
  - Minimize redundancy in content
  - Provide tools to staff allowing them to create web content directly
- Identified that a CMS could be solution to several of these issues

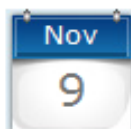




# Gelman Library Web Redesign Project

👉 [Home](#) 👉 [Documents](#) 👉 [Drafts](#) 👉 [Who is Web Team?](#) 👉 [Contact Us](#)

Search:  [GO!](#)



## Project Goals

david b. [Administration/Planning](#)

We've come up with some overarching goals for the redesign, goals based on reviews of other library websites, as well as focus groups with GW students and Gelman staff.

1. The site's contents and categories will be clear to users, and will employ minimal jargon.
2. Navigation and searching of the site will be intuitive, and allow users to quickly locate library information, including print and electronic resources.
3. The site will present a consistent visual design across all pages, including consistent placement of navigation tools and branding.
4. Redundancy in site content will be minimized.
5. The site will have a clean and uncluttered look, using bold colors, and will feature visual ties to the broader university.
6. The site will include images that are engaging and informative to users.
7. The site will reflect the preferences and priorities of a diverse user base.
8. The site will contain dynamic applications which facilitate student use of the library.
9. The site will foster a sense of student involvement in the library.
10. The site will emphasize tools for point of need assistance, such as instant messaging and help modules.
11. The site will offer tools and policies to allow staff to effectively create new content, and will enable staff to ensure the currency of existing content.

## Main Menu

- [Home](#)
- [Documents](#)
- [Drafts](#)
- [Contact Us](#)
- [Who is Web Team?](#)

## Categories

- [Administration/Planning](#)
- [Content](#)
- [Technology](#)
- [Usability](#)
- [Visual Design](#)

## Archives

- [October 2008](#)
- [June 2008](#)
- [May 2008](#)
- [March 2008](#)
- [February 2008](#)
- [January 2008](#)
- [December 2007](#)
- [November 2007](#)




# Evaluating Features

- Considered Drupal, Joomla, and Plone
- Scoring criteria
  - Taxonomy
  - Navigation
  - User Management
  - Stability: support and ongoing development
    - Addon dependence
  - Standards Compliance: valid XHTML & CSS
- Plone scored significantly higher for us
  - Based on Python and Zope














Taxonomy		The Web Team has a clear vision for a site taxonomy to use for the new design.
Ability to assign multiple categories to each document		Priority: 3
 Drupal	<ul style="list-style-type: none"> <li>There is a taxonomy extension available, but categories are not supported natively.</li> <li>Multiple categories for page are supported.</li> <li>The interface for adding categories can be somewhat clumsy and inconsistent.</li> <li>More effective for tagging and folksonomies.</li> </ul>	Score: 4
 Joomla	<ul style="list-style-type: none"> <li>Default settings allow only one category per item.</li> <li>Not very flexible w/r/t taxonomy structure.</li> </ul>	Score: 3
 Plone	<ul style="list-style-type: none"> <li>Has built in hierarchical menu, and category tagging.</li> <li>Taxonomy functions can be expanded with external plugins.</li> <li>More effective in creating simple and consistent hierarchical organization.</li> </ul>	Score: 5



Navigation		An assessment of features allowing users to move through the site intuitively.
Automatic creation of breadcrumbs		Priority: 4
 Drupal	<ul style="list-style-type: none"> <li>Automatic creation of breadcrumbs.</li> <li>Some complications can occur in cases where an object falls into multiple categories.</li> </ul>	Score: 4
 Joomla	<ul style="list-style-type: none"> <li>Automatic creation of breadcrumbs for existing content.</li> <li>Some manual updating needed for new subcategories.</li> </ul>	Score: 3
 Plone	<ul style="list-style-type: none"> <li>Automatic creation of breadcrumbs.</li> </ul>	Score: 5
Site search features		Priority: 5
 Drupal	<ul style="list-style-type: none"> <li>All have been in search functionality.</li> <li>All searches can be customized.</li> </ul>	Score: 5
 Joomla		
 Plone		

Authentication/ User Management		An assessment of features allowing users to move through the site intuitively.
Support for a wide variety of standard systems (LDAP, Radius)		Priority: 4
 Drupal	<ul style="list-style-type: none"> <li>All support these systems through extensions.</li> </ul>	Score: 4

# CUA Overview

- Content Management System (CMS) used for staff intranet
- Chose Mambo as our solution
  - One year later, migrated to Joomla!
- Went live in summer of 2005
- Staff Web Site Committee



# Selection

## Mission Statement

*"STAR: Staff Resources for the CUA Libraries is a collaborative effort to facilitate communications throughout the CUA Libraries and serve as a central repository of policies, procedures and forms."*



# Selection

- Establishing needs & evaluating features
  - Stakeholders = library faculty and staff
  - How to import existing content?
  - Common open source platform
    - Apache, MySQL, PHP
  - Knowledge of HTML not necessary for content authors
  - Active user community



# Deployment - Learning

- Install CMS on development server
- Online documentation
  - <http://docs.joomla.org>
- User forums
  - <http://forum.joomla.org>
- Joomla in Libraries
  - <http://www.joomlaibrary.com>
- Books



# Deployment and Costs

## ■ Technical Deployment

### ☐ Local Hosting

- Development and production servers

## ■ Costs

### ☐ Servers

### ☐ Software = \$0

### ☐ Initial staff time

### ☐ Ongoing staff time





#### Main Menu

- [Home](#)
- [Joomla! Overview](#)
- [Joomla! License](#)
- [More about Joomla!](#)
- [FAQ](#)
- [The News](#)
- [Web Links](#)
- [News Feeds](#)

#### Resources

- [Joomla! Home](#)
- [Joomla! Forums](#)
- [Joomla! Documentation](#)
- [Joomla! Community](#)
- [Joomla! Magazine](#)
- [OSM Home](#)
- [Administrator](#)

#### Key Concepts

- [Extensions](#)
- [Content Layouts](#)
- [Example Pages](#)

#### Login Form

Username

#### Latest News

- [Joomla! License Guidelines](#)
- [Content Layouts](#)
- [The Joomla! Community](#)
- [Welcome to Joomla!](#)
- [Newsflash 4](#)

#### Popular

- [Joomla! Overview](#)
- [Extensions](#)
- [Joomla! License Guidelines](#)
- [What's New in 1.5?](#)
- [Welcome to Joomla!](#)

#### Welcome to the Frontpage

##### Joomla! Community Portal



Written by Administrator

Saturday, 07 July 2007 09:54

The [Joomla! Community Portal](#) is now online. There, you will find a constant source of information about the activities of contributors powering the Joomla! Project. Learn about [Joomla! Events](#) worldwide, and see if there is a [Joomla! User Group](#) nearby.

The [Joomla! Community Magazine](#) promises an interesting overview of feature articles, community accomplishments, learning topics, and project updates each month. Also, check out [JoomlaConnect™](#). This aggregated RSS feed brings together Joomla! news from all over the world in your language. Get the latest and greatest by clicking [here](#).

Last Updated on Saturday, 07 July 2007 09:54

##### We are Volunteers



Written by Administrator

Saturday, 07 July 2007 09:54

The Joomla Core Team and Working Group members are volunteer developers, designers, administrators and managers who have worked together to take Joomla! to new heights in its relatively short life. Joomla! has some wonderfully talented people taking

##### Joomla! Security Strike Team



Written by Administrator

Saturday, 07 July 2007 09:54

The Joomla! Project has assembled a top-notch team of experts to form the new Joomla! Security Strike Team. This new team will solely focus on investigating and resolving security issues. Instead of

#### Polls

##### Joomla! is used for?

- ☐ Community Sites
- ☐ Public Brand Sites
- ☐ eCommerce
- ☐ Blogs
- ☐ Intranets
- ☐ Photo and Media Sites
- ☐ All of the Above!

[Vote](#)

[Results](#)

#### Who's Online

We have 1 guest online

#### Advertisement

Featured Links:

[Joomla!](#)

Joomla! The most popular and widely used Open Source CMS

## Main Menu

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## Key Concepts

- [Extensions](#)
- [Content Layouts](#)
- [Example Pages](#)

## User Menu

- [Your Details](#)
- [Submit an Article](#)
- [Submit a Web Link](#)
- [Logout](#)

## Submit an Article

## Editor

Title: 

November 1999; rev. January 2002

The announcement of an emergency closing will be made by the Provost after appropriate consultation.

Information about closing will be disseminated through radio and television stations (see attached list), the computer network, and through a recorded message on the university telephone system.

If an emergency plan is invoked during regular office hours, the Vice President will inform the Deans and Directors who in turn communicate the information through administrative channels within their purview.

Unless there is an announcement to the contrary, classes and office hours will be resumed on the following day.

**Library Service Policy**

The summaries and clarifications of the libraries closing policies during snow and other emergencies:

- If classes are cancelled or the university is closed, Mullen Library will be open 9am to 5pm. The campus libraries will be closed.
- If the weather is extremely hazardous or Metro is not operating, Mullen Library will not open, or if open, will close early.
- If the university opens late, Mullen Library will open when the university opens and close at the regular time. The campus libraries also will follow this schedule.

## Publishing

Section: Category: Published: ☐ No ☒ YesShow on Front Page: ☒ No ☐ Yes

# Organization

## ■ Content Types

- ☐ Text: articles, blog posts
- ☐ Files: pdf, ppt, xls, etc.

## ■ Taxonomy

- ☐ Hierarchical structure
- ☐ By function, not department



# Security/Ownership

- Accessible to general public?
- Public content vs. restricted content
- User levels – author, editor, publisher
- Content ownership





## Article Manager



Unarchive



Archive



Publish



Unpublish



Move



Copy



Trash



Edit



New



Parameters



Help

Filter:

Go

Reset

- Select Section -

- Select Category -

- Select Author -

- Select State -

#	<input type="checkbox"/>	Title	Published	Front Page	Order	Access Level	Section	Category	Author	Date	Hits	ID
1	<input type="checkbox"/>	<a href="#">Example Pages and Menu Links</a>			1	Public			Administrator	12.08.08	44	43
2	<input type="checkbox"/>	<a href="#">What's New in 1.5?</a>			1	Public	About Joomla!	The CMS	Administrator	11.08.08	94	22
3	<input type="checkbox"/>	<a href="#">Joomla! Overview</a>			2	Public	About Joomla!	The CMS	Administrator	09.08.08	151	19
4	<input type="checkbox"/>	<a href="#">Extensions</a>			3	Registered	About Joomla!	The CMS	Administrator	11.08.08	103	26
5	<input type="checkbox"/>	<a href="#">Joomla! Features</a>			4	Registered	About Joomla!	The CMS	Administrator	08.08.08	59	18
6	<input type="checkbox"/>	<a href="#">Content Layouts</a>			5	Registered	About Joomla!	The CMS	Administrator	12.08.08	71	24
7	<input type="checkbox"/>	<a href="#">Joomla! Facts</a>			1	Public	About Joomla!	The Community	Administrator	09.08.08	50	21
8	<input type="checkbox"/>	<a href="#">The Joomla! Community</a>			2	Public	About Joomla!	The Community	Administrator	12.08.08	52	27
9	<input type="checkbox"/>	<a href="#">Support and Documentation</a>			1	Public	About Joomla!	The Project	Administrator	09.08.08	6	20
10	<input type="checkbox"/>	<a href="#">Joomla! License Guidelines</a>			2	Public	About Joomla!	The Project	Administrator	20.08.08	100	5
11	<input type="checkbox"/>	<a href="#">Platforms and Open Standards</a>			3	Public	About Joomla!	The Project	Administrator	11.08.08	11	23
12	<input type="checkbox"/>	<a href="#">Where did the Installers go?</a>			1	Public	FAQs	Current Users	Administrator	10.08.08	4	36
13	<input type="checkbox"/>	<a href="#">What happened to the locale setting?</a>			2	Public	FAQs	Current Users	Administrator	06.08.08	11	13

# Deployment - Learning

- Local laptop installation
- Courses
- Conferences/User groups
- Documentation on web and in books
- IRC support channel
- Peer institutions
- Consultants






FileEditViewFavoritesToolsHelp

BackForwardStopHomeRefreshPrint

LinksALADINCatalogGelmanRefGrab-It

Addresshttp://localhost/



Site MapAccessibilityContact

Search SiteSearch

☐ only in current section

HomeUsersNewsEvents

Log in

You are here: Home

Log in

Login Name

Password

Log in

Forgot your password?

Welcome to Plone

**Congratulations! You have successfully installed Plone.**

Also available in [presentation mode...](#)

If you're seeing this instead of the web site you were expecting, the owner of this web site has just installed Plone. Do not contact the Plone Team or the Plone mailing lists about this.

Get started

Before you start exploring your newly created Plone site, please do the following:

1. Make sure you are logged in as an admin/manager user. (You should see a Site Setup link in the top right corner)
2. [Set up your mail server](#). (Plone needs a valid SMTP server to verify users and send out password reminders)
3. [Decide what security level you want on your site](#). (Who can join, password policies, etc)

Get comfortable

After that, we suggest you do one or more of the following:

- Find out [What's new in Plone 3.0](#).
- Read the [documentation](#), especially the [What documentation should I read](#) and [Server setup recommendations](#).
- Explore the [available add-on products](#) for Plone.
- Read and/or subscribe to the [support forums](#).

Make it your own

Plone has a lot of different settings that can be used to make it do what you want it to. Some examples:

- Try out a different theme, either pick from [the included ones](#), or one of the [available themes from plone.org](#). (Make sure the theme is compatible with the version of Plone you are currently using)
- [Decide what kind of workflow you want in your site](#). (The default is a website-centric workflow, if you want to use Plone as a closed intranet, you should adjust your workflow settings accordingly)
- By default, Plone uses a visual editor for content. (If you prefer text-based syntax and/or wiki syntax, you can change this in the [markup control panel](#))
- ...and many more settings are available in the [Site Setup](#).

Tell us how you use it

Are you doing something interesting with Plone? Big site deployments, interesting use cases? Do you have a company that delivers Plone-based solutions?

« March 2009 »

Mo	Tu	We	Th	Fr	Sa	Su
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

Local intranet

# Deployment - Technical

- Hosting – evaluated companies based on
  - Plone expertise
  - Academic clients
  - Level of support
- Specifications for Development, Production, and Backup servers
- Divided content migration duties and manually transferred pages



[Borrow & Renew](#)[Citation Software](#)[Computers &  
Wireless](#)[Consortium Loan](#)[Electronic Theses &  
Dissertations](#)[Library Instruction](#)[Faculty Retrieval  
Service](#)[Interlibrary Loan](#)[Off-Campus Student  
Services](#)[Reserves](#)[Writing Resources](#)[Electronic Theses &  
Dissertations](#)[Manage portlets](#)[contents](#)[view](#)[edit](#)[rules](#)[sharing](#)[history](#)

## Edit Page

**Info**

You are editing the default view of a container. If you wanted to edit the container itself, [go here](#).

A page in the site. Can contain rich text.

[Default](#)[Categorization](#)[Dates](#)[Ownership](#)[Settings](#)**Title**

# Consortium Loan Service

**Description**

A short summary of the content.

**Body Text****B****I**

Normal paragraph

Provides **eligible** borrowers (GW faculty, students and staff, except those from the Law Schools) with materials that are not available in [Gelman Library](#). Books and journal articles at other [Washington Research Library Consortium \(WRLC\)](#) libraries, [WRLC Center Storage](#) and other [GW campuses \(Mount Vernon and Virginia Campus Libraries\)](#) can be requested and delivered to the [Gelman Library Circulation Desk](#). .

## Before you place your first request...

Register your email in [myALADIN](#) (use your preferred email address - only one email address can be registered). Go to [www.aladin.wrlc.org](#) and click on [myALADIN](#).

# Implementation Costs

- Hosting costs: ~\$5,000/year
- Consulting fees: ~\$2,000
  - Configuring caching and load balancing
  - Development of custom templates
- Staff time
  - 1.5 year project for our Web Team
    - Typically several hours per week
    - Usability testing
    - Graphic design
    - Content and taxonomy development
    - Plone configuration



# THE GEORGE WASHINGTON UNIVERSITY THE GELMAN LIBRARY SYSTEM

Including: Eckles at Mount Vernon Campus Virginia Campus

[site index](#)

**ASK  
A LIBRARIAN**

**myALADIN**

[catalog](#)

[articles](#)

[e-journals](#)

[reference](#)

[search site](#)

[advanced search](#)



## SEARCH

- » Library Catalog
- » Articles & Databases
- » E-Journal Titles
- » GW Encyclopedia
- » more...

## HELP

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- » Research Guides
- » Gelman FAQs
- » Ask a Librarian
- » Research Appointments
- » more...

## COLLECTIONS

- » Special Collections Research Center
- » Global Resources Center
- » Scholarly Communication
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- » more...

## SERVICES

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- » Borrow & Renew
- » Course Reserves
- » Consortium Loan
- » Interlibrary Loan
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## Resources for:

- Students
- Off-Campus Students
- Faculty
- Alumni
- Visitors
- Donors
- Library Staff

## Quick Links:

- Top 10 Databases
- Refworks
- MyGW
- Writing Center
- Other Libraries

## How Do I...?

- ...Find a course reserve?
- ...Renew books online?
- ...Find full-text articles?
- more...

### News & Events



#### "A Kind of Map of Life": Edward P. Jones exhibit in Café G

This new exhibit explores the connections between Jones' work and the history of African Americans in Washington, DC.



19th Century Parliamentary Papers

Faculty Authors Reception - March 5

### Gelman Spotlight



#### Middle East & North Africa Resource Center

Gelman Library's Global Resources Center is working to establish an expert library devoted to the Middle East and North Africa.



GW's Reading The Known World

Questionable Cure: The Freeman Watts Collection

[Send this](#) — [Print this](#) —

# Content Types

- Default types

- ☐ Pages, news items, folders

- ☐ Collections

- Means of grouping content objects like queries

- Addons

- ☐ Faculty/Staff Directory – from UPenn

- ☐ Scrawl – blog post content type





## NEWS AND NOTES

---

### **Light of Day: Emma on Bossy Vintage Travel Guides**

Light of Day is a regular feature in which our student workers share some of the cool, strange, or interesting things they have found when working in Special Collections.

[Read More...](#)

---

### **Kwame Alexander Poetry Reading/Live Music April 9**

On April 9 from 7 PM to 9 PM, the Special Collections Research Center of the Gelman Library invites the community to a poetry reading and reception celebrating the publication of Washington poet Kwame Alexander's *And Then You Know: New and Selected Poems* with special guest Deanna Nikaido, author of *A Voice Like Water: Love Poems*.



[Read More...](#)

---

### **New Exhibit: "A Kind of Map of Life": The Fiction of Edward P. Jones**

Stop by Café G on the first floor of Gelman Library to see "A Kind of Map of Life": The Fiction of Edward P. Jones, a new exhibit that explores the connections between Jones' work and the history of African Americans in Washington, DC.



[Read More...](#)

---

### **Who is Essex Hemphill?**

Visit the Special Collections Research Center and listen to recordings of a local poet reading his work and describing his creative process. Known for his writings, Essex Hemphill was also known for his activism on behalf of the rights of gay men.

[Read More...](#)

---

### **Primary Source Databases: Bringing Original Historical Material to a Computer Screen Near You!**

Having trouble finding primary sources for your research that you can view in person? Gelman Library has an impressive array of primary source databases available to GW patrons.

[Read More...](#)

---

# Security/Ownership

- Plone supports granular ownership and rights over site content
- Publication
  - Content staging – public and private states
- Workflow
  - Can assign rights over different parts of the publishing process
    - Create, Edit, and Publish








[contents](#)[view](#)[edit](#)[rules](#)[sharing](#)[history](#)


## Sharing for "Borrowing Privileges and Loan Policies"

**Info** You are adjusting the sharing privileges for a default view in a container. To adjust them for the entire container, [go here](#).

You can control who can view and edit your item using the list below.

user/group▲	can add	can edit	can manage personnel	can view	can review
 Access	✓	✓	<input type="checkbox"/>	✓	<input type="checkbox"/>
 AccessAdmin	✓	✓	<input type="checkbox"/>	✓	✓
 Circ	✓	✓	<input type="checkbox"/>	✓	<input type="checkbox"/>
 CircAdmin	✓	✓	<input type="checkbox"/>	✓	✓
 Logged-in users	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

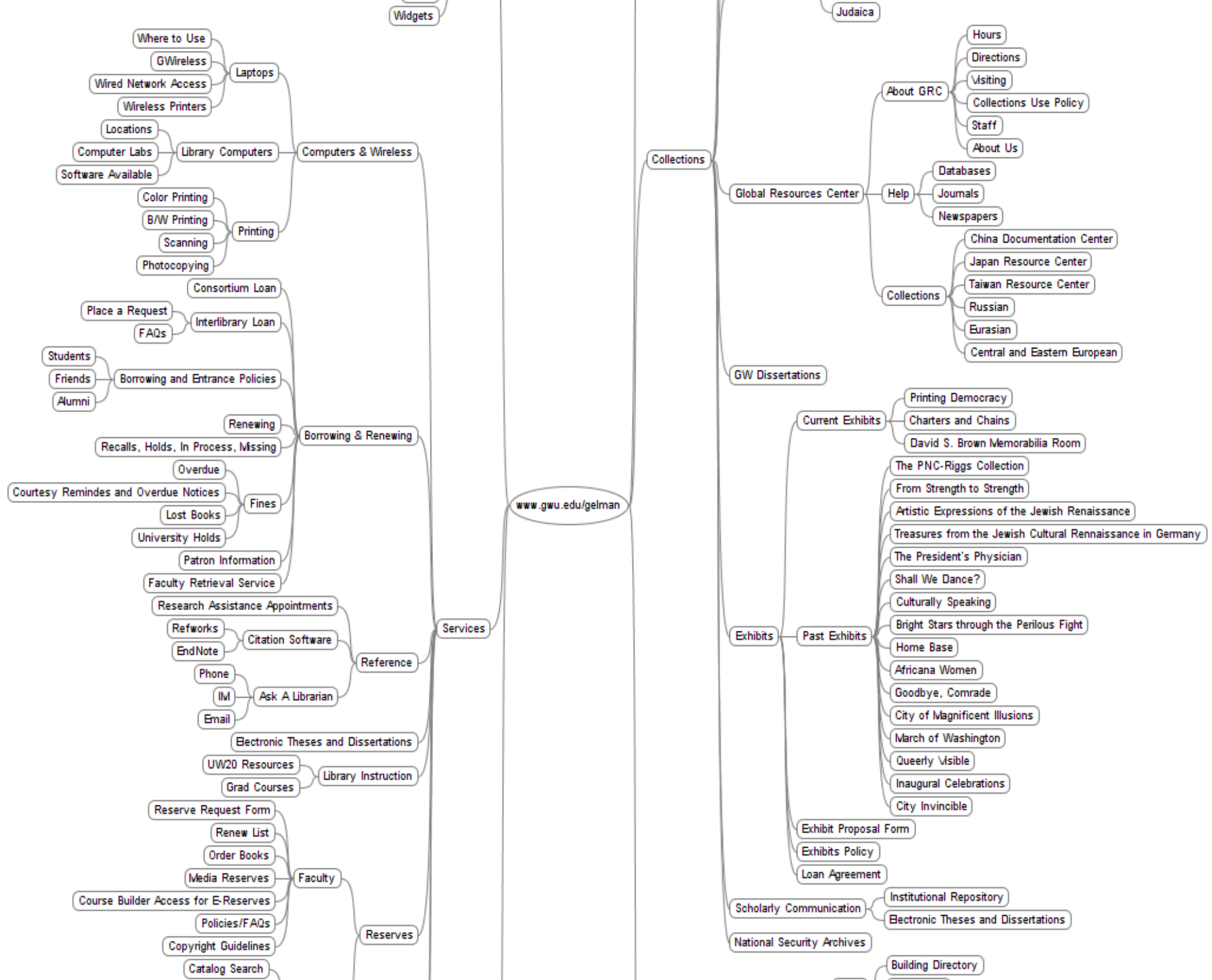
☒ **Inherit permissions from higher levels**

By default, permissions from the container of this item are inherited. If you disable this, only the explicitly defined sharing permissions will be valid. In the overview, the symbol ✓ indicates an inherited value. Similarly, the symbol  indicates a global role, which is managed by the site administrator.

# Taxonomy

- Opportunity to rethink organization
- Move away from departmental organization of content
- Categories intended to reflect functional needs of users
- Also created a secondary taxonomy based on intended audience





# Theming

- Creation of unique look and feel
- Began from a set of draft page designs predating our selection of Plone
- Modified Plone display elements to reflect our proposed layout
  - HTML templates
  - CSS – for fonts, images, positioning





# THE GEORGE WASHINGTON UNIVERSITY THE GELMAN LIBRARY SYSTEM

Including: Eckles at Mount Vernon Campus Virginia Campus

[site index](#)

**ASK  
A LIBRARIAN**

**myALADIN**

[catalog](#)

[articles](#)

[e-journals](#)

[reference](#)

[search site](#)

title

[advanced search](#)



## SEARCH

- » Library Catalog
- » Articles & Databases
- » E-Journal Titles
- » GW Encyclopedia
- » more...

## HELP

- » How do I...?
- » Research Guides
- » Gelman FAQs
- » Ask a Librarian
- » Research Appointments
- » more...

## COLLECTIONS

- » Special Collections Research Center
- » Global Resources Center
- » Scholarly Communication
- » Media
- » more...

## SERVICES

- » Computers & Wireless
- » Borrow & Renew
- » Course Reserves
- » Consortium Loan
- » Interlibrary Loan
- » more...

## ABOUT

- » Hours
- » Maps & Directions
- » Working at Gelman
- » Staff Directory
- » Entrance Policies
- » Student Liaison
- » more...

## Resources for:

- Students
- Off-Campus Students
- Faculty
- Alumni
- Visitors
- Donors
- Library Staff

## Quick Links:

- Top 10 Databases
- Refworks
- MyGW
- Writing Center
- Other Libraries

## How Do I...?

- ...Find a course reserve?
- ...Renew books online?
- ...Find full-text articles?
- more...

### News & Events



#### "A Kind of Map of Life": Edward P. Jones exhibit in Café G

This new exhibit explores the connections between Jones' work and the history of African Americans in Washington, DC.



19th Century Parliamentary Papers

Faculty Authors Reception - March 5

### Gelman Spotlight



#### Middle East & North Africa Resource Center

Gelman Library's Global Resources Center is working to establish an expert library devoted to the Middle East and North Africa.



GW's Reading The Known World

Questionable Cure: The Freeman Watts Collection

[Send this](#) — [Print this](#) —

# Training

- Conducted departmental training sessions
  - Covered content creation and editing
  - Provided overview of architecture to Library iT
- Individual trainings and followups, as needed



# Feedback/Problems

## ■ Feedback

- ☐ Very positive user feedback
- ☐ Staff reported that page editing was intuitive
  - Some issues copying from Word

## ■ Technical issues mostly in initial month of use

- ☐ Form bugs
- ☐ Memory leak
- ☐ Caching issues
- ☐ Logged in users are more resource intensive



# Improvements

- Eliminated redundant content occurrences
- No longer have to support a separate blog platform
- Staff able to make edits
  - Off-site editing, no software required



# Improvements

- Consistent visual identity
- Enhanced navigation
  - Automated site map, section menus, breadcrumbs
  - More coherent taxonomy



# Future Plans

- Long enhancement list
  - Improved staff directory
  - Improved media support
  - Customized authentication
- Plan to configure second Plone instance as Intranet
- Usability testing



# Feedback/Problems

- Initial rush, then decreased content creation
- Fulfills role as policy repository
- Desired features
- Not used for communication
- Use is consistently high or low depending on department





# Future Plans

- Site Redesign
- Major upgrade
- Reevaluate taxonomy
- Desired features/functionality
- Refresh visual design

